

ABSTRACT OF THE DISCLOSURE

A user support system employing agent technology is provided. The entrance server identifies the user command by matching it with a collection of anticipated user commands. An index search is performed to identify the contents of the user command. The identified user command is then used to determine which specialized server should respond to the user command. The specialized server contains a collection of action patterns for an agent to use in responding to a user command. An agent supports a user in searching for information and/or navigating to the desired information through friendly conversation with that user. The entrance server is configured as a portal site and a specialized server is provided for each specialized field.